

Our organisation

Our Executives

Reporting to the Health Service Chief Executive the organisation is capably led by a team of eight executives that are responsible for managing their respective divisions within the organisation.



Chief Executive
Dr Peter Gillies



Acting General Manager
Toowoomba Hospital
Mr Brett Mendezona



General Manager Rural
Mr Michael Bishop



Acting Executive Director Mental Health
Mr Greg Neilson



Executive Director Medical Services
Dr Hwee Sin Chong



Executive Director Nursing
and Midwifery Services
Dr Robyn Henderson



Executive Director Allied Health
Ms Annette Scott



Acting Chief Finance Officer
Ms Jane Ranger



Acting Executive Director Workforce
and Infrastructure
Dr Paul Clayton

Dr Peter Gillies *MBChB, MBA, FRACMA, GAICD*

Dr Peter Gillies commenced in the role in January and, following a rigorous recruitment process, was appointed as the Darling Downs Hospital and Health Service (DDHHS) Chief Executive in May 2016.

For the previous five years Peter was Executive Director of Medical Services and General Manager Toowoomba Hospital. In these roles he provided expert direction in improving patient care and meeting or exceeding clinical targets such as timely surgery, outpatient waiting lists, and emergency department access.

Peter came to Toowoomba in 2009 to take up the role of Director Medical Services following his employment as the Director of Medical Services for Hunter New England Health in Armidale, New South Wales.

He is a Fellow of the Royal Australasian College of Medical Administrators and has a Masters of Business Administration from Otago University. He is also a Graduate of the Australian Institute of Company Directors.

Peter has a background in general management, previously working as the general manager of a health software company and as the regional manager for a not-for-profit private hospital group in Auckland, New Zealand.

He has been a doctor for nearly 25 years and has worked in South Africa and the UK in both hospital and general practice roles prior to immigrating to New Zealand in 1995.

Mr Brett Mendezona *RN*

Mr Brett Mendezona commenced his nursing career at Baillie Henderson Health Service in January 1996 as a General Registered Nurse working in a number of wards including Ridley Unit and Jofre House.

Prior to commencing his role as Acting General Manager Toowoomba Hospital, Brett fulfilled the role of Service Manager / Nursing Director Surgical Services at Toowoomba Hospital. In this role, he was responsible for the oversight and performance of all aspects of the Surgical Service operationally, clinically, and its budgetary performance. Brett in collaboration with the surgical multi-disciplinary team led the achievement of the National Elective Surgery Target (NEST) on the 31st December 2013. The NEST target has been maintained since this time.

Brett has worked at Toowoomba Hospital for 20 years in a number of positions from Registered Nurse, Nurse Unit Manager and Nursing Director specifically within Operating Theatres and the Surgical Service.

Mr Michael Bishop *BOccThy MHA*

Mr Michael Bishop is a founding member of the Mental Health Council of Australia, the National Rural Health Alliance, the Australian National Art Therapy Association, Mackay Centre for Research On Children and Community Services, The Australian College for Child and Family Protection Practitioners and Services for Australian Rural and Remote Allied Health (SARRAH).

Michael graduated with a Bachelor of Occupational Therapy from the University of Queensland in 1983 and a Masters degree in Health Services Management from the University of New South Wales in 1996. He has undertaken postgraduate study in both profession-specific areas as well as social economics.

He has worked nationally and internationally with health services aimed at improving both the scope and quality of allied health professional services. He is acknowledged as an allied health professional leader by peers (the Queensland SARRAH Network Coordinator, and Australian Chair, AHLANZ) as a result of this work.

He has a Human Rights Commendation for work in de-stigmatising mental illness. Michael was chair of the Editorial Boards of the Australian Journal of Rural Health, Communities, and Families and Children Australia and convened several Australian Rural and Remote Scientific Health Conferences.

Our organisation

Mr Greg Neilson *RN, FACMHN, Credentialed Mental Health Nurse*

Mr Greg Neilson has over 25 years' experience in senior nursing and manager positions in the DDHHS, Division of Mental Health, Alcohol and Other Drugs. Hospital trained in general and psychiatric nursing he completed additional post-basic qualifications in gerontic nursing, advanced psychiatric nursing and community mental health.

He has a Bachelor of Health Science (Nursing) and Masters Degrees in Nursing, Mental Health Nursing and Advanced Practice Nursing. He also has additional postgraduate qualifications in forensic mental health nursing and child and adolescent mental health nursing. Greg also has a Masters Degree in Health Service Management from the University of New England and Graduate Certificate in Health Economics from Monash.

He is a Fellow of the Australian College of Mental Health Nurses, and is Chair of the colleges Credentialing Committee. His current substantive position is Nursing Director Acute and Community Mental Health, DDHHS.

Dr Hwee Sin Chong *MBChB, MHM, MPH, FRACMA, GAICD*

Dr Hwee Sin Chong first commenced in Toowoomba as the Deputy Director of Medical Services in 2011, bringing with her several years of experience in medical management across a range of roles in the public and private health sector.

She is a Fellow of the Royal Australasian College of Medical Administrators, and has a Master of Health Management and Master of International Public Health from the University of NSW.

Dr Chong graduated from Otago University, working for several years in New Zealand before immigrating to Australia.

In her role as Executive Director Medical Services, Dr Chong is the professional lead for medical staff across the DDHHS, and is responsible for clinical governance.

Dr Robyn Henderson

Dr Robyn Henderson was appointed as Executive Director of Nursing and Midwifery Services in December 2014. Dr Henderson carries on a proud family tradition, being a third generation nurse. Having worked as a practice nurse, charge nurse and in staff development, Dr Henderson brings extensive experience to the DDHHS. Her appointment as EDNMS marks the fifth time she has held an executive director's role, having worked in similar positions on three occasions in New Zealand and once in Ireland.

Dr Henderson studied nursing and psychology at Massey University (NZ) and has completed a PhD with her research focused on aged care. Dr Henderson has a keen interest in the integration of primary health and hospital healthcare for the benefit of patients.

Ms Annette Scott *BPhty, GCert Mngt, GAICD*

Ms Annette Scott commenced her career in health as a physiotherapist, graduating from the University of Queensland in 1983. After spending her earlier career as a private practitioner in solo practice in Central Queensland, she joined the public health system in Queensland in 1993. She has subsequently fulfilled a number of clinical, quality improvement and management roles, and has worked across a range of service settings including acute inpatient, outpatient, community and rural outreach.

Prior to taking on the role of Executive Director Allied Health, Ms Scott fulfilled the role of Allied Health Workforce Development officer in the Darling Downs. In this role she was responsible for implementing a range of innovative redesign initiatives across the Health Practitioner workforce. These initiatives have attracted national and state-wide attention for their ability to impact positively on patient flow and health service delivery.

To support the validity and effectiveness of the redesign agenda Ms Scott has undertaken training in the Calderdale Framework, a transformational workforce redesign program developed in the United Kingdom. She is now one of only 3 Calderdale Practitioners in Australia who is endorsed to train in the framework.

Ms Jane Ranger *BBus (Acc), CPA*

Ms Jane Ranger commenced with the DDHHS in 2014 as the Senior Business Analyst and later the Senior Finance Manager for Toowoomba Hospital. Ms Ranger has been acting in the position of Chief Finance Officer since May 2016.

Previously, Ms Ranger was the Group Company Accountant for the McNab Construction Group and spent five years as the State Commercial Manager, Queensland, Northern Territory and New South Wales for Healthscope, the second largest private healthcare provider in Australia.

As the Senior Finance Manager for Toowoomba Hospital, Ms Ranger was responsible for the oversight and sound financial management of the medical, surgical, women's and children's hospital services, as well as the financial management of ambulatory care and support services and facility services for Toowoomba Hospital and Baillie Henderson Hospital.

Originally from England, Ms Ranger immigrated to Australia in 1989. Ms Ranger has worked at a senior level in the banking, hospitality, public transport, manufacturing and building industries. She completed her Bachelor of Business, as dux of her class at Griffith University, Gold Coast in 1999 and attained CPA status in 2002.

Dr Paul Clayton *BSc (Hons), PhD, DipBus, MAIB*

Dr Paul Clayton joined DDHHS early in 2016 and came to work in the health sector after more than 20 years in project management and technical services delivery in the environment sector. Paul has a technical foundation in the aquatic sciences but has worked in senior management and major project oversight roles for the past decade. With a career that includes direct experience in research, government, and the private sector, Paul brings to the DDHHS a professionally balanced and practical approach to corporate governance, project management, strategic oversight and business planning.

Prior to joining the DDHHS Executive team, Paul contributed in a strategic planning role and coordinated the production of the updated DDHHS Strategic Plan 2016-2020 as well as progressing arrangements for coordinated infrastructure and asset management across the health service.

Before joining the DDHHS, Paul was General Manager for a local division of an international consultancy and contractor company working with clients on infrastructure projects for the resources, urban development, and the agricultural sectors, and for all three tiers of government in Australia. Paul has held a number of senior management roles with oversight of multidisciplinary teams and with responsibility for complex project deliverables and project budgets.

Ms Shirley Wigan

Ms Shirley Wigan has extensive experience in the delivery of mental healthcare services, having commenced her career as a Social Worker. Shirley has worked at Mackay Hospital, West Moreton, Princess Alexander Hospital, Royal Brisbane Women's Hospital and as the Executive Director of Mental Health Services at Brisbane's Bayside for seven years.

Shirley was appointed Executive Director Mental Health for the Darling Downs in 2008. Shirley left the organisation in June 2016 after a long career in the public sector.

Ms Melanie Reimann

Ms Melanie Reimann holds a double undergraduate degree with major fields of study in Accounting, Finance and Business Law from the USQ. She is a qualified CPA and holds a Master of Business Administration with a specialisation in Public Management from Deakin University.

As the Director (Financial Reporting and Budgets) at USQ, she was responsible for the budgeting, management reporting, financial reporting, financial systems, insurance, taxation and research accounting for the university.

Melanie was appointed to the Chief Finance Officer in August 2015 and oversaw the areas of financial control, management accounting and commercial management. Melanie resigned from the position of Chief Finance Officer in May 2016.

Our organisation

Our divisions

The organisation operates under the authority of the Board as legislated in the *Hospital and Health Boards Act 2011*. The Health Service Chief Executive (HSCE) is accountable to the Board for all aspects of DDHHS performance, including the overall management of human, material and financial resources and the maintenance of health service and professional performance standards.

The organisation is divided into eight divisions that work in partnership to deliver health services to our communities. The divisions are grouped into clinical, professional and support roles with each division having specific responsibilities and accountabilities for the effective performance of the organisation.

Clinical Divisions

There are three clinical divisions that lead the delivery of high quality, safe, and evidence-based patient care across the continuum and geography of DDHHS:

Toowoomba Hospital

- The largest of the clinical divisions, operates the main regional hospital for the DDHHS through four clinical services groups: Surgical; Medical; Ambulatory Care and Support Services; and Women's, Children's and Emergency Department Services.
- Facility Services for Toowoomba Hospital and Baillie Henderson Hospital are operationally aligned to this division.

Rural Health Services

- The division operates 15 hospitals, three multi-purpose health services, five outpatient clinics and six residential aged care facilities.
- The division is managed via a cluster model with three geographic clusters (Southern, Western and South Burnett) and a cluster for residential aged care services.
- Oral Health Services for the DDHHS are also operationally aligned to this division.

Mental Health Services

- The division provides child and youth, adult and older persons, acute inpatient services at Toowoomba Hospital, and community services in Toowoomba and a range of rural centres.
- Mental Health services for consumers who require extended treatment and rehabilitation are provided at the Baillie Henderson Hospital, Toowoomba.
- The Alcohol and Other Drugs Service for DDHHS is operationally aligned to this division.

Professional Divisions

Three professional divisions lead the DDHHS in promoting clinical service improvement, consumer satisfaction, clinician engagement, clinical governance, professional and clinical standards and clinical workforce planning and education:

Medical Services

- The division provides professional leadership for medical staff and services across the DDHHS and has responsibility for the medical workforce, medical education, clinical governance, rural and remote medical support, health information services, pastoral care, and public health teams.

Allied Health

- The division provides professional leadership for Allied Health professionals and services across the DDHHS (including workforce planning and development, clinical education, research and standards).
- This division also includes the DDHHS Research Unit and the Aged Care Assessment Team.

Nursing and Midwifery Services

- The division provides professional leadership for Nursing and Midwifery Services (including workforce planning, education and standards) across the DDHHS.

